

# Best Practice for Success

## Always be Professional – No Exceptions!

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This is a continuation of my series on best practice for success where I discuss best practices in residential property management. This one applies to professionalism even when owners and other property managers have poor values and principles. I have a couple of real cases to share.

I take over several properties from an out of area owner. I work with the last property manager and the owner to get everything transitioned, all looking great on my side. I find out during the transition process that the outgoing property manager had broken several New Mexico Real Estate Commission (NMREC) rules / laws. I was shocked and appalled that this was still going on since the NMREC made several changes a few years back as a result of some bad property manager complaints. I help the owners to understand what the last property manager failed to do as per NMREC rules / laws and I encouraged them to move forward with a formal complaint. I even sent them info on how to do it. These were not small violations, but “lose your license” kind of violations in fact! These owners declined to take any action against this property manager. I asked them if I could do so, they asked me not to do so. Okay with me as I’m not the aggrieved party and I listen to my owners! And these owners love me as I’m a professional!

I meet an owner that wanted me to take over some properties (and I did!) as they were self-managing and were moving out of state. They even had plans to sell this nice property in the future (I do that also!). During our first meeting the owner told me that he did not want young kids living in the property, this resulted in a discussion on fair housing laws which would be illegal for me to do, and his request was declined! Strike 1! Then he tells me he wants his brother, a handy man, to do any maintenance on the property as he lives in the area and knows the property. I say okay, but as I don’t know what his credentials are all of this has to go through the owner as I have to use licensed trades for a lot of items as per NMREC rules. This is still risky for me strike 2! A tenant moves out and I tell the owner to rekey the property, he says “I’ll take it under advisement” and then checks with another owner he knows who says no don’t do it. Strike 3, I terminated the management agreement. This owner then gets started calling me names via text messages, he gets kind of nasty. I tell him if he won’t take my advice as a professional property manager, then I won’t work with him anymore all without any foul language. He’s a risky owner to work with and he won’t accept professional advice – good luck to him and his next property manager. This owner is a lawsuit waiting to happen.

If you, your friends or family need a professional Property Manager / Realtor® that knows how to manage homes and or apartments with the best values and principles, with low risk please contact me.